

Enterprise Incident Report October 2011

As of 11/1/2011

Environmental Quality

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents			
	Bottom Number - First Contact Resolution			
	High	Low	Medium	FCR Total
Environmental Quality	2	138	1	141
	0	69	0	69
Customer Company Total	2	138	1	141
	0	69	0	69

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Top Number - Total Incidents			
	Bottom Number - Missed Inital Response			
	High	Low	Medium	MIR Total
Environmental Quality	2 0	138 3	1 0	141 3
Customer Company Total	2 0	138 3	1 0	141 3

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number -Average time in hours			
	High	Low	Medium	ATTIR Total
Environmental Quality	2 0.21	138 0.18	1 0.00	141 0.18
Customer Company Total	2 0.21	138 0.18	1 0.00	141 0.18

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Top Number - Total Incidents			
	Bottom Number - Missed Resolution			
	High	Low	Medium	MR Total
Environmental Quality	2	138	1	141
	1	3	0	4
Customer Company Total	2	138	1	141
	1	3	0	4

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents			
	Bottom Number - Average time in hours			
	High	Low	Medium	ATTR Total
Environmental Quality	2 9.22	138 0.88	1 0.24	141 1.00
Customer Company Total	2 9.22	138 0.88	1 0.24	141 1.00

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Detail

INC000000386373	Ying-Ying Macauley Voice Operations	Telecom Kelly Johnson	Voice Mail Environmental Quality	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.20
INC000000390238	Edith VanVleet Metro B Desktop Support	Application Wayne Higgs	Reporting Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.72
INC000000391585	Hao Zhu Metro B Desktop Support	Network Bill Crowther	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.72 0.72
INC000000391598	Rebecca Troutman Metro B Desktop Support	Network Bill Crowther	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.41 0.41
INC000000391740	Sonja Robinson Metro B Help Desk	Network Val Shepherd	Password Environmental Quality	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000391753	Doug Wong Metro B Desktop Support	PC/Laptop Bill Crowther	Hardware Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000391831	Krisi Schaff Metro B Help Desk	Network Gary Graham	Password Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.34 0.42
INC000000391841	Gregory Mortensen Application Services	Application Martin Gonzalez	None Environmental Quality	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.27 0.74
INC000000391863	Debbie Olson Metro B Desktop Support	PC/Laptop Bill Crowther	Hardware Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.50 2.16
INC000000392016	Steven Onysko Metro B Desktop Support	Application Anthony Booyse	Error Environmental Quality	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.25 0.66
INC000000392047	Faye Bell Metro B Desktop Support	Application Bill Crowther	Error Environmental Quality	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.99 10.11
INC000000392400	John Chartier Metro B Help Desk	Network Val Shepherd	Password Environmental Quality	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000392478	Ralph Bohn Metro B Hosting	Application Paul Engberson	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 1.75
INC000000392749	Loren Morton Metro B Help Desk	Network Val Shepherd	Password Environmental Quality	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000393061	Krisi Schaff Metro B Help Desk	Print/Copy/Scan/Fax Gary Graham	Incident Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000393263	Mark Berger Metro B Desktop Support	Print/Copy/Scan/Fax Bill Crowther	Error Code Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.29 0.56

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INC000000393295	Mark Berger	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.15
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.15
INC000000393446	Krisi Schaff	None	None	None		TIR Missed: No	TIR: 0.19
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.20
INC000000393583	Michael Storck	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000393602	Janet Lee	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000393613	David Bird	Application	None	ZENworks for Desktops		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000393628	Bill Damery	Application	None	None		TIR Missed: No	TIR: 0.38
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.58
INC000000393674	Lori Knudsen	None	None	None		TIR Missed: No	TIR: 0.07
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.30
INC000000393744	Douglas Bacon	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.62
INC000000393884	Dale Jorgensen	None	None	None		TIR Missed: No	TIR: 0.27
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.58
INC000000393944	Kim Viehweg	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 3.29
INC000000394054	Ed Macauley Jr	Application	Error	None		TIR Missed: Yes	TIR: 1.08
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.91
INC000000394114	John Whitehead	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.10
INC000000394804	Mark Berger	Application	None	None		TIR Missed: No	TIR: 0.14
	Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 3.64
INC000000394871	Christine Osborne	Telecom	Call/Receive	Telephone		TIR Missed: No	TIR: 0.36
	Voice Operations	Lois Schow	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.04
INC000000394941	Krisi Schaff	Application	None	None		TIR Missed: No	TIR: 0.23
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.06
INC000000395032	Nando Meli Jr	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000395338	Sarah Malluche Templeton	None	None	ZENworks for Desktops		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.05

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INC000000395440	Susan Woeppel	None	None	Novell GroupWise	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Gary Graham	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.05
INC000000395598	Sarah Malluche Templeton	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.19
Metro B Desktop Support	Matthew Blunk	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.32
INC000000395920	Mark Hansen	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Hosting	Conn Peterson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.23
INC000000395922	Diane Hernandez	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Help Desk	James Stearns	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000395923	Doug Taylor	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Hosting	Conn Peterson	Environmental Quality	Medium	Closed	TTR Missed: No	TTR: 0.24
INC000000395924	William Andes	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Hosting	Conn Peterson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.25
INC000000395936	Robert Grandy	Application	Password	Novell GroupWise	TIR Missed: No	TIR: 0.87
Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.90
INC000000395948	Ken Bousfield	None	None	None	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000395969	Jim Schubach	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Gary Graham	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000396032	Russell Topham	Telecom	None	Telephone	TIR Missed: No	TIR: 0.53
Voice Operations	Kelly Johnson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.64
INC000000396082	Eva Nieminski	None	None	Novell GroupWise	TIR Missed: No	TIR: 0.20
Metro B Desktop Support	Wayne Higgs	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 5.63
INC000000396132	Colleen Delaney	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Help Desk	Vicky Marrelli	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000396776	Lori Knudsen	Application	Error	None	TIR Missed: No	TIR: 0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000396959	Rusty Lundberg	PC/Laptop	None	None	TIR Missed: No	TIR: 0.47
Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 3.29
INC000000396967	Kimberly A Wilcox	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 2.11
INC000000397055	Jesse Johnson	Network	Password	None	TIR Missed: No	TIR: 0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000397149	Debbie Oberndorfer	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.20
Metro B Desktop Support	Bill Crowther	Environmental Quality	High	Closed	TTR Missed: No	TTR: 0.26

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INC000000397272	Harry D Campbell	None	None	None		TIR Missed: No	TIR: 0.85
Security	Garry Gregson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.56	
INC000000397601	Jon Black	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00	
Help Desk	Vicky Marrelli	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000397713	Kari Lundeen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00	
Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000397914	Steven Onysko	None	None	Novell GroupWise	TIR Missed: No	TIR: 0.00	
Metro B Help Desk	Gary Graham	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.24	
INC000000398391	Joel Karmazyn	Remote Connectivity	Password	None	TIR Missed: No	TIR: 0.00	
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000398522	Morgan Atkinson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00	
Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000399119	Frank Stehno	Application	None	ZENworks for Desktops	TIR Missed: No	TIR: 0.00	
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.14	
INC000000399120	Kimberly A Wilcox	None	None	None	TIR Missed: No	TIR: 0.11	
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.15	
INC000000399244	Bill Craig	Application	Error	ZENworks for Desktops	TIR Missed: No	TIR: 0.00	
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: Yes	TTR: 9.19	
INC000000399259	Marianne Booth	Telecom	Voice Mail	telephone	TIR Missed: No	TIR: 0.08	
Voice Operations	Kelly Johnson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.60	
INC000000399287	Benjamin Brown	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00	
Metro B Help Desk	Gary Graham	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.06	
INC000000399427	David Snyder	PC/Laptop	None	None	TIR Missed: No	TIR: 0.12	
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.53	
INC000000399432	Shirlie Van Wagoner	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00	
Metro D Help Desk	John Robinson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000399463	Shirlie Van Wagoner	Application	Error	Utah Master Directory	TIR Missed: No	TIR: 0.84	
Security	Sharon Smith	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 3.69	
INC000000399835	Sandy Dixon	Application	Error	None	TIR Missed: No	TIR: 0.00	
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.00	
INC000000399905	Laurie Leib	Network	Error	None	TIR Missed: No	TIR: 0.00	
Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.14	
INC000000399958	Judy Etherington	Application	Password	None	TIR Missed: No	TIR: 0.00	
Help Desk	Vicky Marrelli	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00	

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INC000000399970	Lisa Mechem	Application	None	ZENworks for Desktops	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low Resolved	TTR Missed: No	TTR: 0.07
INC000000400060	Benjamin Brown	Application	Error	None	TIR Missed: No	TIR: 0.10
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Resolved	TTR Missed: No	TTR: 0.69
INC000000400088	Neil Taylor	None	None	None	TIR Missed: No	TIR: 0.08
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Resolved	TTR Missed: No	TTR: 0.39
INC000000400202	Loren Morton	Application	Reporting	None	TIR Missed: No	TIR: 0.46
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Resolved	TTR Missed: No	TTR: 3.78
INC000000400549	Mark Berger	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR: 0.29
	Voice Operations	Kelly Johnson	Environmental Quality	Low Resolved	TTR Missed: No	TTR: 0.62
INC000000400774	Robert Neal Olson	Print/Copy/Scan/Fax	None	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000400781	Craig W Jones	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Resolved	TTR Missed: No	TTR: 1.33
INC000000400783	Courtney Youse	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Resolved	TTR Missed: No	TTR: 1.34
INC000000400813	Neil Taylor	PC/Laptop	None	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Resolved	TTR Missed: No	TTR: 0.16
INC000000400906	David Hansen	Network	Error	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low Resolved	TTR Missed: No	TTR: 0.02
INC000000401190	Judy Etherington	None	None	None	TIR Missed: No	TIR: 0.74
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Resolved	TTR Missed: No	TTR: 0.74
INC000000401279	Candace Cady	Application	Error	None	TIR Missed: No	TIR: 0.06
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Resolved	TTR Missed: No	TTR: 0.69
INC000000401560	Jalynn Knudsen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000401804	Rebecca Troutman	Application	None	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000401835	Walter Baker	Network	Error	None	TIR Missed: No	TIR: 0.49
	Metro B Desktop Support	Peter Musser	Environmental Quality	Low Resolved	TTR Missed: No	TTR: 0.49
INC000000401890	Marty Gray	Application	None	Adobe Acrobat	TIR Missed: No	TIR: 0.56
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Resolved	TTR Missed: No	TTR: 0.57
INC000000401991	Pam Jacob	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Help Desk	James Stearns	Environmental Quality	Low Resolved	TTR Missed: No	TTR: 0.00

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INC000000402011	Mark Berger Metro B Help Desk	Application Val Shepherd	None Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402224	Dave McNeill Metro B Desktop Support	None Matthew Blunk	None Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.27 0.54
INC000000402248	Susan Woeppel Metro B Desktop Support	None Bill Crowther	None Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.75
INC000000402460	Ken Bousfield Application Services	Mobile Devices Dustin Crump	None Environmental Quality	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.55 4.33
INC000000402801	Stacy Carroll Metro B Help Desk	None Val Shepherd	None Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.11
INC000000402848	Stacy Carroll Metro D Help Desk	None John Robinson	None Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402850	Robert Bird Metro B Help Desk	Network Janet Hongsyvilay	Password Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402853	Matt Sullivan Metro B Desktop Support	None Bill Crowther	None Environmental Quality	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.74 1.12
INC000000402884	Ed Macauley Jr Metro B Help Desk	Network Janet Hongsyvilay	Error Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10
INC000000402919	Robert Bird Metro B Help Desk	Network Gary Graham	Password Environmental Quality	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402996	Judy Etherington Voice/Data/WAN Services	Telecom Mike Johnson	Hardware Environmental Quality	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.73
INC000000403142	Lisa Nelson Metro B Desktop Support	Print/Copy/Scan/Fax Peter Musser	Incident Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.31 0.60
INC000000403175	Emilie Flemer Metro B Help Desk	Network Janet Hongsyvilay	Error Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
INC000000403220	Paul Krauth Help Desk	Network James Stearns	Password Environmental Quality	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000403232	Kimber Christiansen Voice/Data/WAN Services	Telecom Mike Johnson	None Environmental Quality	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.92
INC000000403609	Carolyn Fritz Metro B Desktop Support	PC/Laptop Bill Crowther	Hardware Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.56
INC000000403628	Mark Novak Metro B Help Desk	Network Gary Graham	Password Environmental Quality	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000403922	Hong-Lei Tao Metro D Help Desk	Network Doug Brown	Password Environmental Quality	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000403999	Patti Fauver Metro B Help Desk	None Gary Graham	None Environmental Quality	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00 0.14
INC000000404088	Woodrow Campbell Help Desk	Network Brenda Treadway	Password Environmental Quality	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000404515	John Menatti Metro C Help Desk	Network Ross Owen	Password Environmental Quality	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000404684	Faye Bell Metro B Desktop Support	None Bill Crowther	None Environmental Quality	None Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.79 0.81
INC000000404693	Allan Moore Metro B Help Desk	Network Gary Graham	Password Environmental Quality	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000404708	Jeri Olsen Metro B Help Desk	Network Val Shepherd	Password Environmental Quality	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000404779	Roy Vanos Help Desk	Network Brenda Treadway	Password Environmental Quality	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000404789	Carolyn Fritz Metro B Desktop Support	Print/Copy/Scan/Fax Bill Crowther	None Environmental Quality	None Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.38 1.20
INC000000404894	Carolyn Fritz Strategic Communications	EIS Hardware Luis Larios	Printer Environmental Quality	None Low	TIR Missed: No Resolved TTR Missed: Yes	TIR: TTR:	0.76 9.12
INC000000405074	Debbie Oberndorfer Strategic Communications	EIS Hardware Dennis Rogers	Printer Environmental Quality	None High	TIR Missed: No Resolved TTR Missed: Yes	TIR: TTR:	0.21 18.18
INC000000405177	Walter Baker Metro B Desktop Support	Mobile Devices Peter Musser	None Environmental Quality	None Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.06 0.28
INC000000405385	Walter Baker Metro B Desktop Support	None Peter Musser	None Environmental Quality	None Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000405425	Ben Holcomb Help Desk	Application James Stearns	Password Environmental Quality	Utah Master Directory Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000405437	Edith VanVleet Help Desk	Network James Stearns	Password Environmental Quality	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000405575	Lonnie Shull III Metro B Help Desk	Network Val Shepherd	Password Environmental Quality	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000405577	Lonnie Shull III Metro B Desktop Support	Application Bill Crowther	None Environmental Quality	ZENworks for Desktops Low	TIR Missed: Yes Resolved TTR Missed: No	TIR: TTR:	1.63 4.96

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INC000000405673	Dale Urban	None	None	None		TIR Missed: No	TIR: 0.79
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.15
INC000000406150	Michelle Weis	None	None	None		TIR Missed: No	TIR: 0.08
	Metro B Hosting	James Gramse	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.19
INC000000406153	Carlee Christoffersen	Network	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.88
INC000000406173	Michelle Weis	None	None	None		TIR Missed: No	TIR: 0.34
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.34
INC000000406677	Hao Zhu	Application	Password	Utah Master Directory		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000406828	David Snyder	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Sean Chadbourne	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000406836	Dale Jorgensen	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.77
INC000000406840	Eric Baiden	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.78
INC000000406845	Stacy Carroll	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Help Desk	James Stearns	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000406864	Melissa Yazhe	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.80
INC000000406871	Molly Bringham	Network	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000406922	Doug Wong	Network	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.03
INC000000406940	Doug Taylor	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.16
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.30
INC000000407014	Reginald Olsen	None	None	Droid		TIR Missed: No	TIR: 0.14
	Application Services	Danielle Hood	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.19
INC000000407076	Judy Etherington	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.58
INC000000407079	Rich Peterson	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.55
INC000000407101	Robert Neal Olson	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.41

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INC000000407294	Bill Damery	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.15
	Voice Operations	Romanza Hamblin	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.15
INC000000407388	Dale Jorgensen	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.10
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.55
INC000000407434	Christopher Bittner	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000407440	Steve Packham	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR: 0.10
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.05
INC000000407484	Sandy Pett	Application	None	Data Warehouse		TIR Missed: No	TIR: 0.15
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.37
INC000000407545	Krisi Schaff	Application	Password	Documentum		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00